

## Frequently Asked Questions:

### ACA Enrollment and Premium Payments Module

**1. When do I enter data for the ACA Enrollment module in e2Virginia?**

A: First, enroll your client into an insurance plan via [www.healthcare.gov](http://www.healthcare.gov) or by phone at 800-318-2596. Once you have enrolled the client in an insurance plan, then you will have the information needed to enter the ACA enrollment information into e2Virginia.

**2. Does this module mean that VDH will no longer be accepting faxes?**

A: This does not mean that VDH is no longer accepting faxes, however VDH is requiring all agencies currently registered in e2Virginia to use e2Virginia for their ACA enrollment and premium payment submission. Agencies will not be receiving confirmation of receipt of ACA enrollment information if it is sent by fax.

**3. What happens if we make an error when entering ACA enrollment information?**

A: Contact VDH at [support@e2Virginia.com](mailto:support@e2Virginia.com) or call the ADAP Hotline. We will follow up with you about the error and update the error on a case-by-case basis.

**4. What if my client's eligibility end date in e2Virginia is not the most recent one?**

A: The import of program assignment and eligibility end date was a one-time import. This means that there may be clients where their eligibility end date in e2Virginia is not the most recent. VDH can update the eligibility end date but will not be able to do this for all clients who need their eligibility end date updated. If agencies have questions about their client's eligibility end date, please call the Medication Eligibility Hotline at 855-362-0658.

**5. If a client comes in for ADAP recertification and ACA enrollment on the same day, should we wait until we receive the updated approval to enter ACA enrollment in e2Virginia?**

A: No, please go ahead and enter the ACA enrollment information.

**6. How do I know if the premium has been paid?**

A: VDH will be sending out weekly lists to agencies to confirm premium payments.

**7. What if I am an agency who is completing premium payments for clients for clients enrolled at another agency? How do I complete the e2Virginia screens?**

A: First, search for the client in your local search screen. If the client does not show in your search, please go to "Create new client." Fill out the first name, last name, date of birth, sex at birth, and current gender information. Please select "ADAP client" under "Client type." Once all of the required fields are completed, please press "Check for existing clients." You should then be redirected to the client's record. Proceed to the ADAP tab. Go to the ACA Enrollment sub-tab and check to make sure an ACA Enrollment was completed for the client. If an ACA Enrollment was completed for the client, proceed to the Premium Payments sub-tab. You will not be able to enter premium payment information unless an ACA enrollment is completed in e2Virginia. Complete the premium payment information and press Save. When you go back to your search screen and search for the client, you should now see the client's

information in your search. This means that you successfully entered premium payment information for the client.

**8. What if I am enrolling a client who does not currently exist in e2Virginia? How do I complete the e2Virginia screens?**

A: First, search for the client in your local search screen. If the client does not show in your search, please go to “Create new client.” Fill out the first name, last name, date of birth, sex at birth, and current gender information. Please select “ADAP client” under “Client type.” Once all of the required fields are completed, please press the button to “Check for existing clients.” If there are no existing clients, press the button for “Create new client.” Proceed to the ADAP tab. Go to the sub-tab of ACA Enrollment and complete the ACA enrollment documentation and press Save. When you go back to your search screen and search for the client, you should now see the client’s information in your search. This means that you successfully entered ACA enrollment information for the client.

**9. How can the first premium be paid without having the member ID?**

A: For agencies who are paying premiums directly, you may call the insurance carrier and make a payment with a credit card even if you don’t have the member ID by providing the client’s name, date of birth, and plan information. For clients whose premiums will be paid by VDH, VDH will obtain member IDs for clients and make payments on their behalf. The information requested to verify client accounts may vary by insurance company.

**10. How do I communicate changes in clients’ insurance plans or insurance plan disenrollment?**

A: Do not fill out another ACA Enrollment screen. Please contact VDH via the Medication Eligibility Hotline at 855-362-0658.

**11. I am responsible for enrolling clients into ACA plans at my agency. How do I get access to e2Virginia?**

A: You will need to complete two access forms: Verification of Receipt and Assurance of Key Requirements for Non-DDP Personnel and e2Virginia System Access Request form for Non-DDP Employees. Please email [support@e2Virginia.com](mailto:support@e2Virginia.com) for the forms. These forms will need to be completed and signed by your supervisor. Once completed and signed, scan and email back to Lauren Yerkes at [lauren.yerkes@vdh.virginia.gov](mailto:lauren.yerkes@vdh.virginia.gov) or fax to ATTN: Lauren Yerkes at 804-864-7983. Once VDH receives these two forms, we will create your new user account.

**12. I am logged into the system but all I see is “\*\*\*\*\*” when I’m searching for my clients. What does this mean, and how do I fix this?**

A: This means that your LKM security is locked. When your LKM security is locked, you are unable to see patient health identifying information, like names or dates of birth. In this case, you will need to contact [support@e2Virginia.com](mailto:support@e2Virginia.com) to have your security unlocked. When we unlock your account, you will receive an email from e2Virginia to reset your password which also confirms unlocking of your LKM security.

**13. I have forgotten my password. What do I do?**

A: The fastest way to get back into your account is by contacting [support@e2Virginia.com](mailto:support@e2Virginia.com). We will reset your password, and you will receive an email from e2Virginia to confirm password reset.